International qualifications

Laying the foundations of career success

Including options for:
- Financial Planning
- Bancassurance
- Investment Planning
- General Insurance
- Customer Service in Insurance

2013 Information for candidates

www.cii.co.uk

A CENTURY OF PROFESSIONALISM
Being a CII member and holding a qualification sends a clear message that you’re serious about your career

Laila Khudari
Kiln Group

Join the growing community of professionals who are supporting their studies and career aspirations through membership of the CII.

Statistics show that a member’s pass rate is higher than a non-member’s.

As a member you will enjoy the following exclusive benefits:

- **Access to an online library** containing a comprehensive range of insurance and finance services publications, reports and documents to support study and performance in the workplace
- **The Journal**, a member publication delivering the latest thinking across the full spectrum of insurance topics

And ongoing support for your career:

- Upon completion of your qualification use of the appropriate designation demonstrating your knowledge and technical capability
- News, market and technical updates keeping you informed of the latest developments
- Continuing Professional Development (CPD) programme to keep your knowledge current.

**Membership from as little as £35 a year.**

To sign up please use the form enclosed, contact us on +44 (0) 20 8989 8464 or visit www.cii.co.uk/join
International qualifications
• Selecting your entry route
• Award in Financial Planning
• Award in Bancassurance
• Award in Investment Planning
• Award in General Insurance
• Award in Customer Service in Insurance
• Certificate in Insurance and Financial Services
• Why should I sit an Award qualification?
• Is an Award qualification suitable for me?

What does each Award involve?
• Entry requirements
• Completion requirements
• Studying for an Award

What does each Award cover?
• Awards treated as equivalent

Important deadlines/Exam timetable/Entering your chosen qualification

Costs, fees and refunds

Entering for an Award: Important information

Application form

The Chartered Insurance Institute (CII)
Professionalism in practice

As the premier professional body for the financial services profession, the CII promotes higher standards of integrity, technical competence and business capability.

With over 100,000 members in more than 150 countries, the CII is the world’s largest professional body dedicated to this sector.

Success in CII qualifications is universally recognised as evidence of knowledge and understanding. Membership of the CII signals a desire to develop broad professional capability and subscribe to the standards associated with professional status.

The CII works with businesses to develop bespoke, company-wide solutions that ensure competitive advantage by enhancing employees’ technical and professional competence.

Individually, CII’s members are able to drive their personal development and maintain their professional standing through an unrivalled range of learning services and by adhering to the CII’s Code of Ethics.

www.cii.co.uk

Contacting the CII

If you have any queries regarding the qualifications in this brochure please contact Customer Service.

The CII is committed to delivering a first-class service and, to this end, we welcome feedback on any aspect of your relationship with our organisation.

Please forward any views you may have on the service you receive, whether they are positive or otherwise.

We take all such comments seriously, answer them individually, and use them to help ensure that we continually improve the service we provide.

Customer Service
42–48 High Road, South Woodford,
London E18 2JP
tel: +44 (0)20 8989 8464
fax: +44 (0)20 8530 3052
email: customer.serv@ciil.co.uk
website: www.cii.co.uk
International qualifications

Promoting professionalism
The importance of professional qualifications for financial services and insurance staff has risen sharply. Advisers and agents are the focus of particular attention as governments worldwide seek to drive up the standard of advice and product recommendation. Across the world’s financial services and insurance markets, greater importance is being placed on monitoring the behaviour of employees. There is also a growing expectation on the part of consumers and regulators that financial advisers and insurance agents should have appropriate skills and demonstrate a professional approach.

In response to this, the Chartered Insurance Institute (CII) has developed a range of qualifications for those working in both regulated and non-regulated environments outside the UK. This includes:
• Award in Financial Planning
• Award in Bancassurance
• Award in Investment Planning
• Award in General Insurance
• Award in Customer Service in Insurance
• Certificate in Insurance and Financial Services

Information on each qualification, including details of suitability and content, can be found in this brochure.

A world of choice
CII qualifications have been completed by insurance and financial services practitioners in over 150 countries, confirming their universal appeal.

In addition to the qualifications detailed in this brochure, the CII offers a range of insurance and financial services qualifications, including options at Certificate, Diploma and Advanced Diploma levels.

These market-led qualifications cater for all levels of knowledge and experience and enjoy a high level of acclaim among professionals and organisations worldwide. Further information on CII Certificate, Diploma and Advanced Diploma insurance and financial services qualifications can be found at www.cii.co.uk/.qualifications

Information on each qualification, including details of suitability and content, can be found in this brochure.

Selecting your entry route
CII qualifications are recognised across the global financial services and insurance sector as evidence of commitment, knowledge and understanding. So, whether you work in financial advice, insurance, or both, completing a CII Award qualification can make a real difference to your career. Candidates can choose from a number of options. The choices you make will depend on your current level of knowledge and the area of the market you operate in.

Financial advice
There are two routes for those providing financial advice to clients:
• Route 1 – Begin with either the Award in Bancassurance (for those working in the banking sector), or the Award in Financial Planning (for those working for other providers of financial advice). Both of these single unit qualifications deliver the essential knowledge needed by anyone giving financial advice.

After this you can progress to the Award in Investment Planning, the next step in developing your knowledge and understanding of investments.
• Route 2 – If you are an experienced financial adviser who already has a solid understanding of financial advice principles and products, and want to develop your knowledge of investments, you may enter directly for the Award in Investment Planning.

Insurance
If you advise on insurance products, or have aspirations to do so, the Award in General Insurance provides an ideal starting point for developing your knowledge and understanding.

From this you can progress to the Award in Customer Service in Insurance if you are in a customer-facing insurance role, the Award in Bancassurance if you work in a bank environment and also provide financial advice to clients, or the Certificate in Insurance, if you want to broaden your knowledge of insurance. For more on the Certificate in Insurance go to www.cii.co.uk/cert-insurance

Financial advice and insurance
Candidates who provide financial advice and also act as insurance agents are able to follow a dedicated study path which leads to the completion of the Certificate in Insurance and Financial Services. See overleaf for further details.

Award in Financial Planning
Designed for financial advisers and insurance agents working outside the UK, this single-unit qualification is particularly suitable for those working outside a bank environment.

It provides a solid grounding in the core financial and life assurance products and offers guidance on what constitutes professional practice, thereby providing a framework for ethical behaviour.

See page 8 for further information on what you will learn.

With over 6,500 holders to date across 80 countries, the Award in Financial Planning is the benchmark qualification for this sector.

Upon completion, CII members are eligible to use the designation ‘CII (Award)’. Continuing Professional Development requirements apply.

The Award in Financial Planning also supports ongoing professional development as, on passing the exam, you will hold one of the three Awards needed to complete the Certificate in Insurance and Financial Services.

You will also gain 15 Certificate-level credits that can be used towards completion of the CII’s higher-level qualifications (subject to completion requirements).

Note: Advisers in Hong Kong may know this Award as the Financial Advisers International Qualification (or FAIQ). Holders of FAIQ will not gain additional credits by sitting the Award in Financial Planning.

Award in Bancassurance
This single-unit qualification is designed specifically for non-UK financial advisers and insurance agents working in the banking sector.

It provides a solid grounding in the relevant core financial, life assurance and insurance products, and offers guidance on what constitutes sound professional practice, thereby providing a framework for ethical behaviour.

See page 8 for further information on what you will learn.

Upon completion, CII members are eligible to use the designation ‘CII (Award)’. Continuing Professional Development requirements apply.

The Award in Bancassurance also supports ongoing professional development as, on passing the exam, you will hold one of the three Awards needed to complete the Certificate in Insurance and Financial Services.

You will also gain 15 Certificate-level credits that can be used towards completion of the CII’s higher-level qualifications (subject to completion requirements) excluding the Certificate in Insurance.
International qualifications

Overview

Award in Investment Planning

This single-unit qualification is designed to help experienced advisers outside the UK develop and demonstrate their knowledge of investment products. It also offers guidance on what constitutes sound professional practice, thereby providing a framework for ethical behaviour.

See page 8 for further information on what you will learn.

Why should I sit an Award qualification?

CII Award qualifications deliver many advantages:

• Dependant upon your selected qualification you will gain:
  – an introduction to the fundamentals of financial advice, products and professional conduct (including a focus on bancassurance where required);
  – specialist investment knowledge; and/or
  – the fundamentals of insurance (including a focus on customer service skills where required).

• Embarking on study will demonstrate your commitment to learning and development. These are the essential starting points for anyone who is serious about a career in financial services and/or insurance.

• These qualifications focus on the core principles of financial advice and/or insurance products and professional conduct, making them universally relevant.

Award in General Insurance

This single-unit qualification is ideal for those starting their careers in the insurance sector outside the UK. It helps develop a basic understanding of insurance principles, procedures and products. See page 8 for further information on what you will learn.

Upon completion, CII members are eligible to use the designation ‘CII (Award)’, Continuing Professional Development requirements apply.

The Award in General Insurance also supports ongoing professional development as, on passing the exam, you will hold one of the three Awards needed to complete the Certificate in Insurance and Financial Services.

You will also gain 15 Certificate-level credits that can be used towards completion of the CII’s higher-level insurance qualifications (subject to completion requirements), including the Certificate in Insurance, for which you will have satisfied the compulsory unit completion requirement.

Why should I sit an Award qualification?

CII Award qualifications deliver many advantages:

• Upon completion you are entitled to use the designation ‘CII (Award)’ if you are a CII member, providing a means of demonstrating educational achievement to the public and to peers. Continuing Professional Development requirements apply.

• Upon completion of three specified Award qualifications, you will be awarded the Certificate in Insurance and Financial Services (see above for further details). If you are a CII member you will be eligible to use the industry respected designation ‘Cert CII’. Continuing Professional Development requirements apply.

• A CII qualification differentiates you from other advisers and insurance practitioners, providing a competitive edge.

• Each Award qualification entry comes as a complete package for a single fee: study text, examination guide and examination sitting.

• The Award qualifications each provide 15 (or 10 in the case of the Award in Investment Planning) Certificate-level credits towards completion of the CII’s higher-level qualifications (subject to completion requirements).

Award in Customer Service in Insurance

This single-unit qualification is designed for those working in customer facing roles in insurance outside the UK. It helps build the skills and knowledge required to deliver excellent customer service.

See page 8 for further information on what you will learn.

Upon completion, CII members are eligible to use the designation ‘CII (Award)’, Continuing Professional Development requirements apply.

The Award in Customer Service in Insurance also supports ongoing professional development as, on passing the exam, you will hold one of the three Awards needed to complete the Certificate in Insurance and Financial Services.

You will also gain 15 Certificate-level credits that can be used towards completion of the CII’s higher-level insurance qualifications (subject to completion requirements), including the Certificate in Insurance.

Why should I sit an Award qualification?

CII Award qualifications deliver many advantages:

• Holding a CII qualification differentiates you from other advisers and insurance practitioners, providing a competitive edge.

• Each Award qualification entry comes as a complete package for a single fee: study text, examination guide and examination sitting.

• The Award qualifications each provide 15 (or 10 in the case of the Award in Investment Planning) Certificate-level credits towards completion of the CII’s higher-level qualifications (subject to completion requirements).

Certificate in Insurance and Financial Services

For those candidates outside the UK working in financial advice and insurance, or aspiring to work in both, the CII offers a dedicated study pathway which comprises existing Award qualifications and results in the completion of the Certificate in Insurance and Financial Services.

The Certificate offers a solid grounding across a broad range of areas and is awarded upon completion of three Awards from the following four options:

• Award in General Insurance;
• Award in Customer Service in Insurance;
• Award in Financial Planning or Award in Bancassurance;
• Award in Investment Planning.

CII members are also eligible to use the designation ‘Cert CII’. Continuing Professional Development requirements apply.
International qualifications

What does each Award involve?

Is an Award qualification suitable for me?

The Award qualifications are open to anyone working in the insurance and financial services sector irrespective of educational background or experience. In a growing number of territories the Awards meet the regulatory qualification requirements relevant to advisers. In other non-regulated environments they frequently provide a development pathway where no local educational and professional provision is available.

Award in Financial Planning

- Non-UK financial advisers and insurance agents working outside the banking sector.
- Non-UK financial advisers needing to satisfy the minimum operating standards set by a local regulator.

Award in Bancassurance

Non-UK financial advisers and insurance agents working in the banking sector and operating in either a regulated or non-regulated environment.

What does each Award involve?

Entry requirements

There are no formal entry requirements for any CII Award qualification, so they are open to anyone working in financial services or insurance, irrespective of experience or educational background.

Note: The Award in Investment Planning does require you to already have a good understanding of financial advice principles and products.

Completion requirements

To complete a CII Award qualification, you must study a single study text and then pass the associated exam.

Studying for an Award

The recommended minimum study hours are shown in the table opposite (these will vary according to your experience and ability).

The nominal pass marks are also shown, however, the actual pass marks may vary slightly over time to ensure that the pass standard remains constant.

Twice-yearly paper-based exam sessions are available in April and October. Get the dates for your diary on pages 10–11.

The complete package

Enrolment for a CII Award includes everything you need for a single fee:
- study text
- examination guide
- exam entry.

See page 13 for enrolment fees.

The study text covers the exam syllabus in a straightforward and user-friendly format, and includes examples, key point summaries and self-test questions.

The exam guide includes a specimen exam paper and hints and tips on how to pass.

Note: See the table opposite for details of when study material will be available for the Awards in Bancassurance and Investment Planning.

Training course

To support study for the Award in Financial Planning, and to improve the chances of first time exam success, the CII has developed a one day revision course.

We will run this course anywhere in the world subject to a minimum attendance of eight candidates. Subject to demand, the CII will also consider developing one day revision courses for the Awards in Bancassurance, Investment Planning, General Insurance and Customer Service in Insurance.

To find out more please contact Face-to-Face Training on +44 (0)20 7283 3117, or via email on face-to-face-training@ci2.co.uk

Award in Investment Planning

Experienced non-UK financial advisers and insurance agents advising on, or aspiring to advise on, investment planning. These individuals will usually hold one or more of the other Award qualifications.

Award in General Insurance

- Non-UK insurance practitioners at the start of their career.
- Customer facing staff or those looking to move into such a role.
- Sales support and claims settlement staff within intermediaries and providers.

Award in Customer Service in Insurance

- Non-UK insurance practitioners at the start of their career.
- Customer facing staff or those looking to move into such a role.
- Sales support and claims settlement staff within intermediaries and providers.

Award in Financial Planning

- Non-UK financial advisers and insurance agents advising on, or aspiring to advise on, investment planning. These individuals will usually hold one or more of the other Award qualifications.

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Entry requirements

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Note: The Award in Investment Planning does require you to already have a good understanding of financial advice principles and products.

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- Sales support and claims settlement staff within intermediaries and providers.

Award in Customer Service in Insurance

- Non-UK insurance practitioners at the start of their career.
- Customer facing staff or those looking to move into such a role.
- Sales support and claims settlement staff within intermediaries and providers.

Entry requirements

There are no formal entry requirements for any CII Award qualification, so they are open to anyone working in financial services or insurance, irrespective of experience or educational background.

Note: The Award in Investment Planning does require you to already have a good understanding of financial advice principles and products.

Completion requirements

To complete a CII Award qualification, you must study a single study text and then pass the associated exam.

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- Sales support and claims settlement staff within intermediaries and providers.

Award in Customer Service in Insurance

- Non-UK insurance practitioners at the start of their career.
- Customer facing staff or those looking to move into such a role.
- Sales support and claims settlement staff within intermediaries and providers.
What does each Award cover?

CII exams are based on the published syllabuses, which are in themselves important aids to exam preparation and revision. It is essential that you familiarise yourself with these before commencing study.

These set out the learning outcomes for each unit, which define what you should know by the end of the course of study. Summary syllabuses for all five Award qualifications are provided below. To obtain full syllabuses free of charge, visit www.cii.co.uk/qualifications

Award in Financial Planning
At the end of this unit, candidates will be able to demonstrate their knowledge and understanding in the following areas:
- the client's needs
- the fact-finding process
- good practice
- protection products
- savings and investment products
- pension products.

Award in Bancassurance
At the end of this unit, candidates will be able to demonstrate their knowledge and understanding in the following areas:
- main elements of the financial services and insurance industry as it relates to the Bancassurance sector
- the main insurance products
- savings and investment products
- retirement planning products
- the importance of the client fact-find and how to identify client needs
- what constitutes good client practice
- ethical considerations of a financial adviser.

Award in Investment Planning
At the end of this unit, candidates will be able to demonstrate their knowledge and understanding in the following areas:
- main macro-economic factors that impact upon investment returns
- cash deposit investments, government securities and corporate bonds
- equity based investment products
- property investment
- collective investment products and alternative investments
- the risks faced by investors and the importance of asset allocation in the investment process
- ethical considerations of a financial adviser.

Award in General Insurance
At the end of this unit, candidates should be able to demonstrate their knowledge and understanding in the following areas:
- basic principles of insurance
- main legal principles related to insurance contracts
- main regulatory principles related to insurance business
- key elements to protect consumers
- key aspects of ethics, corporate governance and internal controls.

Award in Customer Service in Insurance
At the end of this unit, candidates will be able to demonstrate their knowledge and understanding in the following areas:
- how to fulfil customer requirements in the insurance sector
- the importance of customer feedback to improve service in the insurance sector
- the importance of good communication to maintain and build client relationships in the insurance industry
- how to deal with conflict within an insurance environment
- the importance of keeping accurate and confidential records when dealing with customers
- how to manage own workload and time to meet business requirements and timescales
- how to work with others to achieve team and organisational objectives
- the sales process
- how to increase sales activities.

Awards treated as equivalent

Due to the extent of syllabus overlap, certain combinations of Awards/units will result in only one award of credits. Those affected are shown in the table on the right.

<table>
<thead>
<tr>
<th>Award/unit title</th>
<th>Credits and level</th>
<th>Award/unit title</th>
<th>Credits and level</th>
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</thead>
<tbody>
<tr>
<td>Award in Financial Planning</td>
<td>15 – Certificate</td>
<td>Award in Bancassurance</td>
<td>15 – Certificate</td>
</tr>
<tr>
<td>The Award in General Insurance</td>
<td>15 – Certificate (IF1) Insurance, legal and regulatory*</td>
<td>The Award in Customer Service in Insurance</td>
<td>15 – Certificate (IF9) Customer service in insurance*</td>
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</tbody>
</table>

* Note: These units form part of the Certificate in Insurance (www.cii.co.uk/cert-insurance)

"BIBF is the leading provider of insurance and financial services training in the Middle East, offering a range of internationally-recognised courses and qualifications. We believe the Award in Financial Planning has considerable potential to raise standards in the region by providing essential guidance on financial services, products and the essentials of professional service provision. Accordingly, BIBF has included this qualification in its suite of course offerings."

Husain Al Ajmi
Assistant Director, Center Head, Insurance
Bahrain Institute of Banking and Finance (BIBF)
Deadlines/Entry

Important deadlines

The following information is applicable to Award exams in 2013.

* Please contact Customer Service if you do not receive these. When you receive your admission permit you MUST check whether any change has been made in the date or time of the exam for which you have entered and that the exam shown on your permit is the one that you intend to sit. If there is any discrepancy you should contact Customer Service immediately.

** To access your results online you will need to be logged in to the CII website using your CII Permanent Identity Number (PIN) and password.

<table>
<thead>
<tr>
<th>Important deadlines</th>
<th>April 2013 exams</th>
<th>October 2013 exams</th>
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<tbody>
<tr>
<td>Closing date for your exam entry and payment to reach the CII</td>
<td>27 Feb 13</td>
<td>28 Aug 13</td>
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<td>• At normal fees</td>
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<td>(Changes to exam entries, etc. not accepted after these dates)</td>
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<tr>
<td>• At late entry fee</td>
<td>22 Mar 13</td>
<td>20 Sep 13</td>
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<td>Exam entry confirmation*</td>
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<td>Despatched within seven working days from receipt of application form</td>
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<tr>
<td>Receive your exam admission permit*</td>
<td>08–11 Apr 13</td>
<td>07–10 Oct 13</td>
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<td>Sit exams</td>
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<td>Exam results released **online</td>
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<tr>
<td><a href="http://www.cii.co.uk/results">www.cii.co.uk/results</a> and posted</td>
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<tr>
<td>Results are sent by 1st class post from the UK on the date shown. Please allow 14 days</td>
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<td>for delivery to a non-UK address</td>
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<td>Entry for the next exam</td>
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<td>You do not have to wait for your results before entering for an exam in the next session</td>
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Exam timetable

The following dates and times apply to Award exams in 2013. The CII reserve the right to make changes to the published dates where necessary.

<table>
<thead>
<tr>
<th>Award</th>
<th>Date</th>
<th>Time</th>
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<tbody>
<tr>
<td>Award in Financial Planning</td>
<td>10 Apr</td>
<td>10.00</td>
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<tr>
<td></td>
<td>09 Oct</td>
<td>10.00</td>
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<tr>
<td>Award in Bancassurance</td>
<td>08 Apr</td>
<td>10.00</td>
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<td></td>
<td>07 Oct</td>
<td>10.00</td>
</tr>
<tr>
<td>Award in Investment Planning</td>
<td>11 Apr</td>
<td>10.00</td>
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<td></td>
<td>10 Oct</td>
<td>10.00</td>
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<tr>
<td>Award in General Insurance</td>
<td>09 Apr</td>
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<td></td>
<td>08 Oct</td>
<td>10.00</td>
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<tr>
<td>Award in Customer Service in Insurance</td>
<td>08 Apr</td>
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<tr>
<td></td>
<td>07 Oct</td>
<td>10.00</td>
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</tbody>
</table>

Entering your chosen qualification

There are three ways to enter for your chosen qualification:

1. Online at www.cii.co.uk/qualifications
2. Phone on +44 (0)20 8989 8464
3. Post/fax using the application form at the back of this brochure.

Note: The study material for the Awards in Bancassurance and Investment Planning is being released in December 2012 and January 2013 respectively.

Please allow 21 days from our receipt of your order for delivery of your study materials.
Costs, fees and refunds

All fees apply 01 Jan 2013–31 Dec 2013.

CII membership
For those candidates wishing to become CII members, one of the subscription fees shown opposite is payable, in addition to a one-off £37 admission fee.

* A discounted membership fee of £35 is available for individuals residing in the countries listed opposite which have been categorised as ‘low income’ or ‘lower middle income’ countries by The World Bank Country Income Classification List (as of July 2010).


International* – £50 per annum
Channel Islands – £70 per annum

Study materials and exam entry fee
The prices opposite cover the study text, examination guide and one exam entry, and apply to exam entries received before the normal closing date.

For exam entries received after the normal closing date, up to two weeks before the session, the normal fee is payable together with a late entry fee of £79. This is subject to space being available at the exam centre.

Change of session or centre fee
Changes must be requested before the relevant closing date for exam entry at normal fee. Multiple changes will be covered by a single fee provided they are submitted together.

After the final closing date (at normal fee) no changes, apart from your address or name (which must be supported by original or certified evidence), can be made to your exam entry. If you wish to withdraw at this stage you will not receive a refund except in the case of illness.

Absence from an exam with medical evidence (to be received within two months of the date of the exam), will enable you to apply for your entry to be transferred to the next available session.

Exam re-sit
Refunds
For Award entries received after the normal closing date, up to two weeks before the session, the normal fee is payable together with a late entry fee of £79. This is subject to space being available at the exam centre.

Change after entry £41
Cancellation of an exam entry before the final closing date at normal fee:

50% of exam entry fee (as stated in the “Exam re-sit” section above)

Absence from exam with medical evidence (to be received within two months of the date of the exam):

50% of exam entry fee or free entry to the next session (as stated in the “Exam re-sit” section above)

Post-results review of marking
Further details including any fees payable can be found at www.cii.co.uk/exampolicies

Qualification Package price
Award in Financial Planning £180
Award in Bancassurance (December 2012) £180
Award in Investment Planning (January 2013) £102
Award in General Insurance £102
Award in Customer Service in Insurance £102

Qualification Exam re-sit fee per entry
Award in Financial Planning and Award in Bancassurance £79
Award in Investment Planning, Award in General Insurance and Award in Customer Service in Insurance £51
Entering for an Award: Important information

CII membership

1. If you are not already a CII member, you can become a member when you enrol for an Award qualification. Membership of the CII is open to anyone wholly/mainly employed in the financial services or insurance industry. If you wish to apply for membership and it is not clear from your application form that you work in financial services, please provide brief details of the nature of your work and the proportion of your time spent on financial services or insurance matters on a separate sheet of paper.

Associated or affiliated institutes

2. If you live in an area where an associated or affiliated institute is established (see below) you should apply to the secretary of the institute concerned for details of local membership. Addresses can be obtained from Customer Service.

Overseas affiliated institutes:

Australia & New Zealand (Australian Capital Territory; New Zealand [Auckland]; New South Wales, Northern Territory, Queensland, South Australia, Tasmania; Victoria, Western Australia); Bahamas; Barbados; Bermuda; Botswana; Canada (Ontario; Quebec); Republic of China; Cyprus; Egypt; United Arab Emirates; Fiji; France (Bordeaux); Germany; Ghana; Guyana; Hong Kong; India (Mumbai; Hyderabad); Indonesia; Jamaica, Kenya; Malawi (Blantyre; Lilongwe); Malaysia, Mauritius; Namibia; Netherlands (Rotterdam, Utrecht); Nigeria, Pakistan; Papua New Guinea; Philippines; Poland (Warsaw); Saudi Arabia (Riyadh); St Lucia; Singapore; South Africa (Cape of Good Hope; Drakensberg, East Rand; Eastern Cape; Free State; Gauteng [Johannesburg]; Natal; Northern Gauteng [ Pretoria]; Northern Province [Pretoria]; The Border [East London], The Lowveld); Sri Lanka; Tanzania; Trinidad & Tobago; Turks & Caicos; Uganda; West Africa (The Gambia; Zambia [Lubumbashi; Ndola]; Kitiwe; Lusaka); Zimbabwe (Bulawayo; Harare).

Study option, revision aids and exam fees

3. Details of all applicable fees are included on the application form. Payment must be made by one of the methods shown on the form.

In the case of bank transfers, a copy of the stamped remittance advice should be sent together with your application form in the usual way. Funds should be remitted to:

HSBC Bank plc, City of London Branch, 60 Queen Victoria Street, London EC4N 4TR, UK

Sort code: 60-05-30
Account number: 22271044

Branch Identifier Code: MIDLG214R8

Please be sure to follow the quote below:

Swift code: MIDLG282

CII PIN or your name and date of birth.

To ensure that the transfer is made, you must pay any charges made by your bank locally, and by our bank in London. All remittances must be in Sterling.

The charging of fees to your card does not in itself guarantee entry to the exam. An announcement will be sent when your application form has been processed.

Exam centres

4. Places are allocated on a first-come, first-served basis.

International Centres

Centre Code

Channel Islands, Isle of Man & Republic of Ireland

Dublin, JOM 091

Dublin

Guernsey

Jersey

Limerick

North America

Chicago (USA) 435

Philadelphia

Toronto (Canada) 531

Vancouver

(Canada) 536

Caribbean

Bridgetown

Castries (St Lucia) 595

Freeport

Grand Cayman

Grand Turk (Turks & Caicos Islands) 702

Kingston

Nassau

Port of Spain (Trinidad)

St John (Antigua)

Central America

Belize City

Mexico City

Guatemala (Guatemala)

South America

Buenos Aires

Bogota

Colombia

Georgetown (Guyana)


Note: Occasionally, examinations may have to be held at locatons other than those listed above. Please remember to check your admission permit to confirm all details of your examination.

UK candidates

Examinations for the Award qualifications detailed in this brochure are intended for candidates operating outside the UK and are therefore not available to sit in the UK.

Horn and East Africa

Addis Ababa (Ethiopia) 402

Dar es Salaam (Tanzania) 441

Amaravati (Bhubaneshwar) 710

Kampala (Uganda) 465

Khartoum (Sudan) 469

Mombasa (Kenya) 490

Nairobi (Kenya) 497

Southern Africa

Blantyre (Malawi) 548

Botswana (Botswana) 618

Harare (Zimbabwe) 517

Johannesburg (South Africa) 463

Lusongwe (Malawi) 615

Lusaka (Zambia) 480

Ndoa (Zambia) 499

North Africa,

Middle East & Gulf

Abu Dhabi (UAE) 609

Amman (Jordan) 608

Manama (Bahrain) 614

Beirut (Lebanon) 475

cairo (Egypt) 427

Dammam

(Azerbaijan) 608

Doha (Qatar) 617

Dubai (UAE) 547

Jeddah

(Saudi Arabia) 407

Kuwait (Kuwait) 475

Muscat (Oman) 587

Riyadh

(Saudi Arabia) 572

South Africa

Bengpack (Cape Town) 560

South Asia

Ahmedabad

Bangalore

Chennai (India) 481

Colombo (Sri Lanka) 437

Delhi (India) 442

Dhaka (Bangladesh) 440

Hyderabad (India) 724

Islamabad (Pakistap) 718

Johor (Singapore) 726

Nairobi (Kenya) 497

Neston (United Kingdom) 711

Petrolium Authority (Petrolium) 510

Mahé (Seychelles) 607

Atlanta

(Teddy) 456

Copyright

5. All CII study materials are copyright. By placing an order you undertake to use the materials for your own purposes only and not to sell, lend or give them to anyone else. Any form of copying of materials is prohibited.
Once you have read the notes on completing your application, you can either:
• complete and submit your application online at www.cii.co.uk/qualifications
• phone through your order to Customer Service on +44 (0)20 8989 8464 ensuring that
you have your credit/debit card details ready
• complete the form below and post or fax +44 (0)20 8530 3052 to Customer Service.

Important note: To ensure that your application is processed correctly please enter your name at the top of each page in the space provided.

Section A – Personal details (Please complete all fields. Your name should be entered as you wish it to appear on your certificate).

Have you ever had previous contact with the CII?  Yes  No  (Please tick)

Please give your CII/PFS permanent identity number (PIN) if known

<table>
<thead>
<tr>
<th>Mr/Mrs/Miss/ Ms/Other</th>
<th>Surname</th>
<th>PIN</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Gender  Male  Female  (Please tick)

Employer’s name

<table>
<thead>
<tr>
<th>Tel</th>
<th>Ext</th>
<th>Mobile</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

e-mail*

Work address

<table>
<thead>
<tr>
<th>Postcode</th>
<th>Country</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Home address

<table>
<thead>
<tr>
<th>Postcode</th>
<th>Country</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* Please take care when providing your email address as most correspondence will be sent electronically.

Tick address to be used for postal correspondence  Home  Work

Please tick one box per category

Type of organisation

(Insurance)

- Insurance company
- Bank/Building Society
- Lloyd’s
- Reinsurance company/broker
- Loss adjuster/Loss assessor
- Broker/Intermediary
- Consultancy
- Legal
- Other

(Financial services)

- Directly authorised advice firm
- Appointed representative – Network
- Appointed representative – Other
- Product provider/ Fund manager/Service provider
- Bank/Building Society
- Mortgage broker
- Accountant
- Other

Area of work

(Insurance)

- Underwriting
- Administration/Processing
- Compliance
- Claims/Loss adjusting
- Broking
- Sales/Marketing
- Risk management/Surveying

(Financial services)

- Advising clients
- Paraplanning
- Actuarial
- Administration/Processing
- HR/Training
- Finance
- Other

Job category

- Trainee
- Technician/Co-ordinator
- Supervisory/Controller
- Middle management (Branch, Office, Dept)
- Senior management (General, Head of)
- Technician/Co-ordinator
- Supervisory/Controller
- Business owner
- Other

Is your employer a member of a network or does it work with a compliance services provider?  Yes  No

If yes, please specify

Please turn over
Section B – CII membership
(Please ONLY complete this section if you are applying for membership. Go to Section C if you are already a member.)

I wish to apply for membership of the CII [ ] Yes [ ] No

By becoming a member of the CII you agree to be bound by the CII’s Charter, Bye-laws, Code of Ethics, rules, regulations and requirements of membership. Full details of these obligations of membership can be found online at www.cii.co.uk/memberobligations

Please tick the relevant box to confirm whether you have:

– Been made bankrupt or been subject to an individual voluntary arrangement (or similar procedure) or any judgement debt. [ ] Yes [ ] No

– Been convicted for (or have you been charged but not yet tried with) any offence other than a monetary fixed penalty for a motoring offence.
  Please note, if the conviction is considered spent under the Rehabilitation of Offenders Act you should select ‘no’. [ ] Yes [ ] No

– Been subject to any disciplinary sanctions (or are currently the subject of any investigation) by the CII or any other professional and/or membership body or regulatory authority. [ ] Yes [ ] No

If you have answered ‘yes’ to any of these questions, please also provide any relevant details on a separate sheet of paper.

Please note, as a member of the CII, you are required to let us know if and when, at any point in the future, your circumstances are such that you would have to answer ‘yes’ to any of the above.

Faculties
Please choose below which faculty you would like to join. These are forums of the CII which provide a range of services in support of individuals working in specific industry sectors – further information can be found at www.cii.co.uk/faculties

In applying for CII membership you can join one faculty for free. If you wish to join additional faculties please contact CII Customer Service on +44 (0)20 8989 8464.

(select one)

[ ] Insurance Broking
[ ] Claims
[ ] London Market
[ ] Underwriting (For general insurance company employees)
[ ] Life & Pensions

Membership fees
1). An admission fee of £37 is payable by ALL applicants.

2). Please then select the appropriate member fee.

<table>
<thead>
<tr>
<th>Membership fees</th>
<th>International*</th>
<th>Channel Isles</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual subscription</td>
<td>£50</td>
<td>£70</td>
</tr>
</tbody>
</table>

Important note: *A discounted membership fee of £35 is available for individuals resident in countries categorised as ‘low income’ or ‘lower middle income’ countries. See page 12 for details.

Section C – Study option
I wish to enrol for the following qualification(s):

<table>
<thead>
<tr>
<th>Qualification</th>
<th>CII use</th>
<th>Member/Non-member</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Award in Financial Planning</td>
<td>AWF</td>
<td>£180</td>
<td>£</td>
</tr>
<tr>
<td>Award in Bancassurance (December 2012)</td>
<td>AWB</td>
<td>£180</td>
<td>£</td>
</tr>
<tr>
<td>Award in Investment Planning (January 2013)</td>
<td>AWP</td>
<td>£102</td>
<td>£</td>
</tr>
<tr>
<td>Award in General Insurance</td>
<td>W01</td>
<td>£102</td>
<td>£</td>
</tr>
<tr>
<td>Award in Customer Service in Insurance</td>
<td>W04</td>
<td>£102</td>
<td>£</td>
</tr>
</tbody>
</table>

Sub total £

Postage fee:
• £7 per order: Channel Isles, Isle of Man, Republic of Ireland, Malta and Gibraltar.
• £15 per order: All other countries (excl. UK).

Please note: These postage rates are flat fees applicable to orders from individual candidates (orders may contain more than one item). Separate fees apply to corporate bulk orders – contact Customer Service for details.

Section D – Exam entry
Please tick required 2013 session

<table>
<thead>
<tr>
<th>Qualification</th>
<th>April</th>
<th>October</th>
</tr>
</thead>
<tbody>
<tr>
<td>Award in Financial Planning</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Award in Bancassurance</td>
<td></td>
<td></td>
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<tr>
<td>Award in Investment Planning</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Award in General Insurance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Award in Customer Service in Insurance</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

I wish to sit my chosen exam(s) at the following international centre (refer to pg 15 for the list of available centres):

Centre name
Centre code

Additional late entry fee (See pg 13) £

Exam re-sit (See pg 13) £
Section E – Total payable and method of payment

Insert the total value of all items ordered in Sections B to D. 

Note: Prices are subject to change without notice. Please ensure that where applicable you have included the appropriate postage fee – see Section C.

Total payable £

If you would like to receive a payment receipt, please tick one of the following delivery options (if selecting email be sure to provide your email address on the first page of the form):

- [ ] Email
- [ ] Post

Tick method of payment and, if applicable, complete the card details.

- [ ] Cash/cheque payable to The Chartered Insurance Institute (please write CII PIN number if known on the back of the cheque).
- [ ] Credit/debit card: Please debit my/our account with the total cost of the goods and services ordered on this form.

Type of card (please tick)
- [ ] VISA
- [ ] MASTERCARD
- [ ] DELTA
- [ ] MAESTRO
- [ ] SOLO

Valid from* ____________________________ Expiry date* ____________________________ Issue number* ____________________________ (Solo/Maestro only)

Card number* ____________________________

*Please complete according to the information on your credit/debit card.

Cardholder’s signature ____________________________ Date ____________________________

Section F – Declarations

Data protection and privacy
The CII will ensure that your personal data is processed in line with Data Protection legislation and the CII Data Protection and Privacy Statement (available on the CII’s website). To process this application, I am deemed to have consented to the CII processing my data.

Sharing information with your employer
The CII will, upon request, provide your employer with details of your examination record and accreditation, including all attempts and future entries, along with your CII Personal Identification Number, unless you tick the following box.

Sharing your data with third parties
The CII Group will never sell your data to third parties for commercial gain. We may, however, share your data with third parties who provide products and services that complement those offered by the CII. The CII will assume that you consent to us using your data in this way, unless you tick the following box.

Privacy and electronic communications regulations
The CII and, where relevant, your Local Institute (LI) may from time to time wish to draw your attention to other CII or LI products and services electronically which are likely to be of interest to you. The CII and your LI will assume you consent to us using your data in this way unless you tick the following box.

Application for study materials
I undertake to use them for my own purposes and not to sell, copy, lend or give them to anyone else.

Terms, conditions and cancellation
I have read and agree to the terms and conditions contained in this brochure, including my right of cancellation.

Cardholder’s signature ____________________________ Date ____________________________

Please allow 21 days from receipt of your correctly completed application form for delivery outside the UK.

Materials sent within the UK require a signature; please ensure there will be someone to accept delivery at the specified address shown on the form.

Please fax the completed form if paying by credit/debit card on +44 (0)20 8530 3052 or send with your cheque to CII, Customer Service, 42–48 High Road, South Woodford, London E18 2JP.